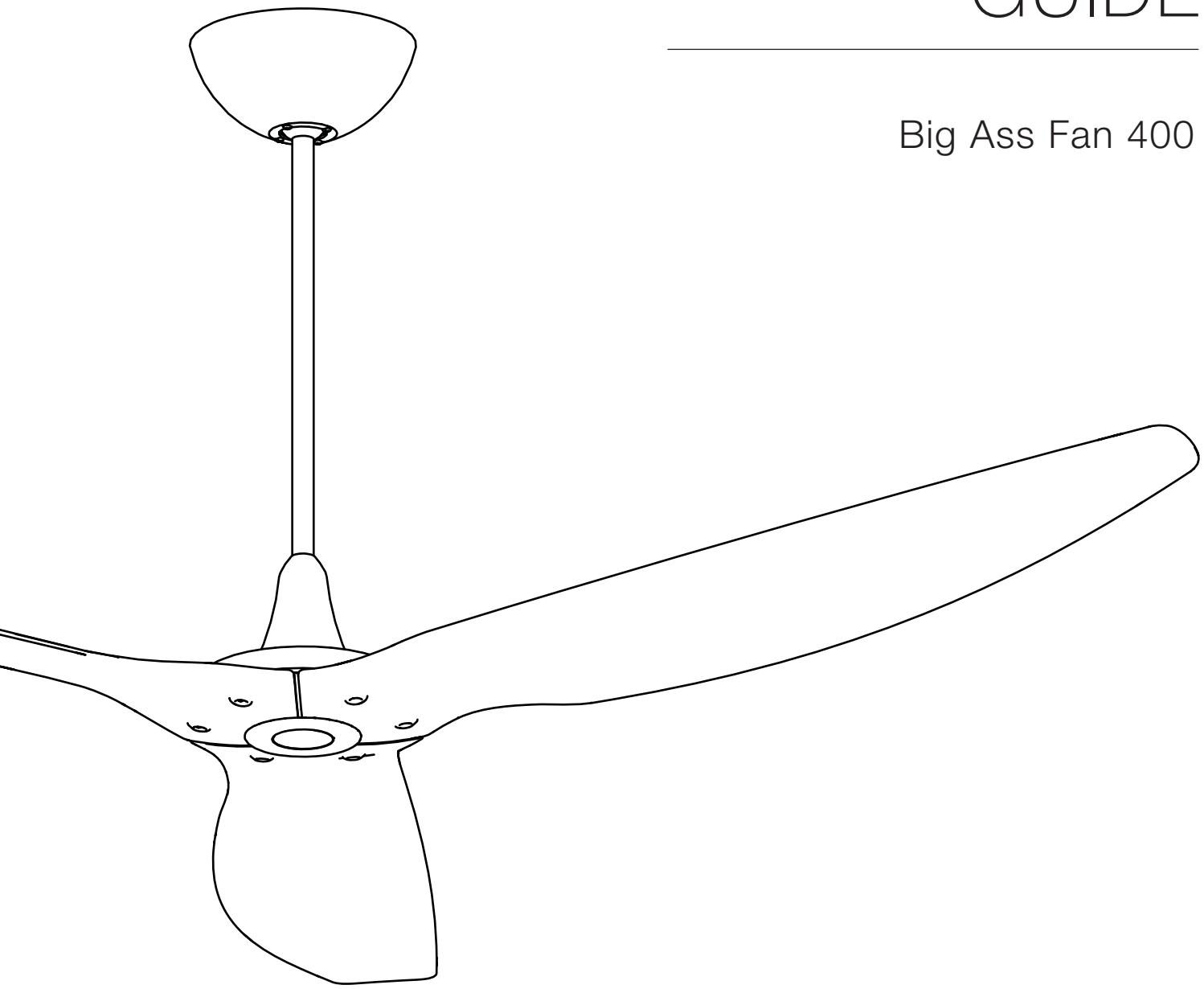
BIGASS FANS
No Equal®

INSTALLATION GUIDE

Big Ass Fan 400



For help, call 855-490-3048 or email thd.help@bigasssolutions.com

Installation Checklist

☐	**Will the fan be installed so that the airfoils are at least 10 ft (3.05 m) above the floor and at least 12″ (30.5 cm) from the ceiling?**
☐	**Will the fan be installed so that the airfoils have at least 3 ft (1 m) of clearance from obstructions?**
☐	**Will the fan be installed where there is an appropriate outlet box, ceiling joist, or other sufficient structural support?**
☐	**If you ordered multiple fans, are you keeping the components for each fan together?** Certain fan components are not interchangeable.

Customer Service

855-490-3048 | thd.help@bigasssolutions.com

Installation Guide

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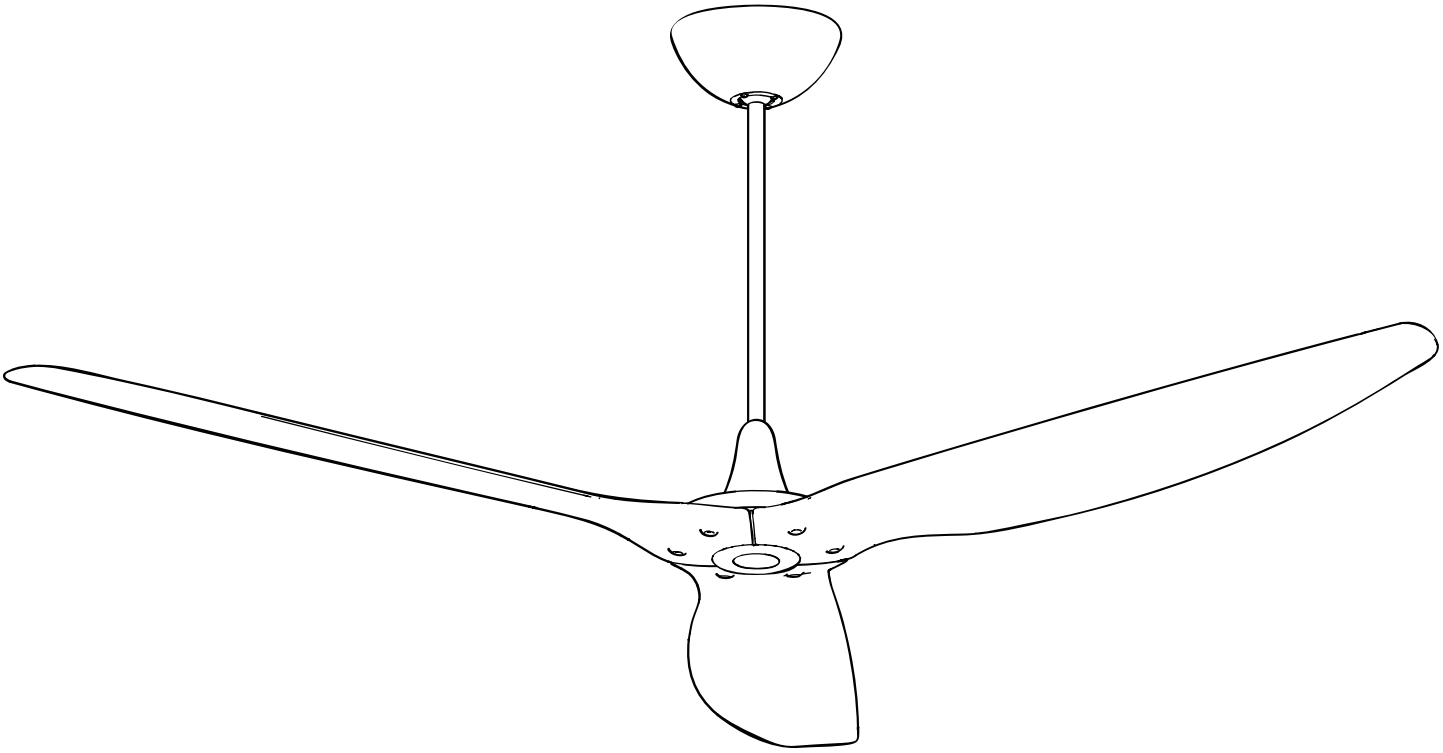

Installation Guide:
Jul. 2014
Rev. B

This product is sold by a plant whose Management System is certified as being in conformity with ISO 9001:2008.

Conforms to UL STD 507–Electric Fans
Certified to CSA C22.2 No. 113–Fans & Ventilators

This device complies with Part 15 of the FCC Rules. This device complies with Canada ICES-003, Class B.

Contact Information

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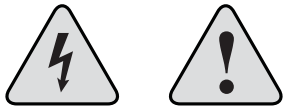
ii Important Safety Instructions



Read and save these instructions prior to installing and operating your Big Ass Fan 400. Retain this installation guide for maintenance and troubleshooting information.

WARNING: To reduce the risk of fire, electric shock, and serious bodily injury to persons, observe the following:
- **Installation work and electrical wiring must be done by qualified person(s) in accordance with all applicable codes and standards.**
- **When cutting or drilling into ceiling, do not damage electrical wiring and other hidden utilities.**
- **Use this fan only in the manner intended by the manufacturer.**

CAUTION: The installation of this fan must be in accordance with the requirements specified in this installation manual and with all national and local electrical codes. Code compliance is ultimately YOUR responsibility!

WARNING: If installing the fan in Australia, a licensed electrician must perform the electrical installation.

CAUTION: Exercise caution and common sense when powering the fan. Do not connect the fan to a damaged power source. Do not attempt to resolve electrical malfunctions or failures on your own.

WARNING: The fan must be used with the supplied remote control. Other parts cannot be substituted.

CAUTION: When service or replacement of a component in the fan requires the removal or disconnection of a safety device, the safety device must be reinstalled or remounted as previously installed.

WARNING: Power must be disconnected before installation and servicing, cleaning, and other user-maintenance. Failure to disconnect power creates risk of fire, electric shock, and serious bodily injury.

CAUTION: The product warranty will not cover equipment damage or failure that is caused by improper installation or operation.

WARNING: To reduce the risk of fire, electric shock, or serious bodily injury when mounting the fan to an outlet box, mount the fan to an outlet box that is suitable for fan support, and use the mounting screws provided with the outlet box. Outlet boxes used for luminaires are usually not acceptable for fan support and may need to be replaced. If in doubt, consult a qualified electrician.

CAUTION: The fan must be mounted a minimum of 10 ft (3 m) from the floor and 3 ft (1 m) from the nearest wall. The ceiling should be stable with no shaking, high vibrations or heavy impacts.

WARNING: Do not install the fan in an environment that is excessively dusty, conductive, corrosive, or gas-filled, is exposed to open flames (e.g., gas-burning stoves), is near strong chemicals or solvents, or where there is excessive heat, shock, or vibration.

WARNING: Do not bend the airfoils when installing or servicing the fan. Do not insert foreign objects in between the rotating fan airfoils.

CAUTION: This fan is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the fan by a person responsible for their safety. Children should be supervised to ensure that they do not play with the fan.

WARNING: Before installing or servicing the fan, ensure power is disconnected.

CAUTION: The fan is rated for use in damp environments and can be operated indoors or outdoors.

CAUTION: The fan will begin rotating when power is applied.

CAUTION: Do not use the fan with a dimmer switch.

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Introduction 1

Thank you and congratulations on your purchase of a Big Ass Fan, an efficient and cost-effective way to stay cool in the summer and warm in the winter. The revolutionary design of our fans combines the best of both form and function to bring power performance and a sleek look to any setting. More importantly, you have purchased a product that is backed by extensive research, thorough testing, and quality manufacturing. We're ready to answer any questions or comments at 855-490-3048 or email us at thd.help@bigasssolutions.com.

Who we are and what we do

Big Ass Fans has been the preeminent manufacturer of large-diameter, low-speed fans since 1999. With a worldwide presence and located in beautiful Lexington, KY, we research, design, and manufacture the most effective air movement solutions on the market. Our never-ending commitment to quality and innovation keeps us at the leading edge of a burgeoning industry. With an eye to helping customers satisfy their needs, and a strong sense of corporate responsibility to the community, Big Ass Fans has redefined the way business is done.

About this fan

Before assembling and installing your fan, review the technical specifications in the table below. Refer also to the section "What's in the box" on page 2.

Model	Big Ass Fan 400
Model number	B3213-X3-AY-04-01-B-S34
Fan diameter	84 in. (2.1 m)
Number of airfoils	3
Weight	25 lb (11.3 kg)
Number of fan speeds	7
Operating voltage	100–240 VAC, 1Φ
Operating frequency	50–60 Hz
Full load amps	0.6 A @ 240 VAC 1.2 A @ 120 VAC
Wattage	Max: 65 W Min: 5 W
Ambient operational temperature range	32° to 104° F (0° to 40° C)
Operational humidity range	20–90% non-condensing
Status indication	LED display

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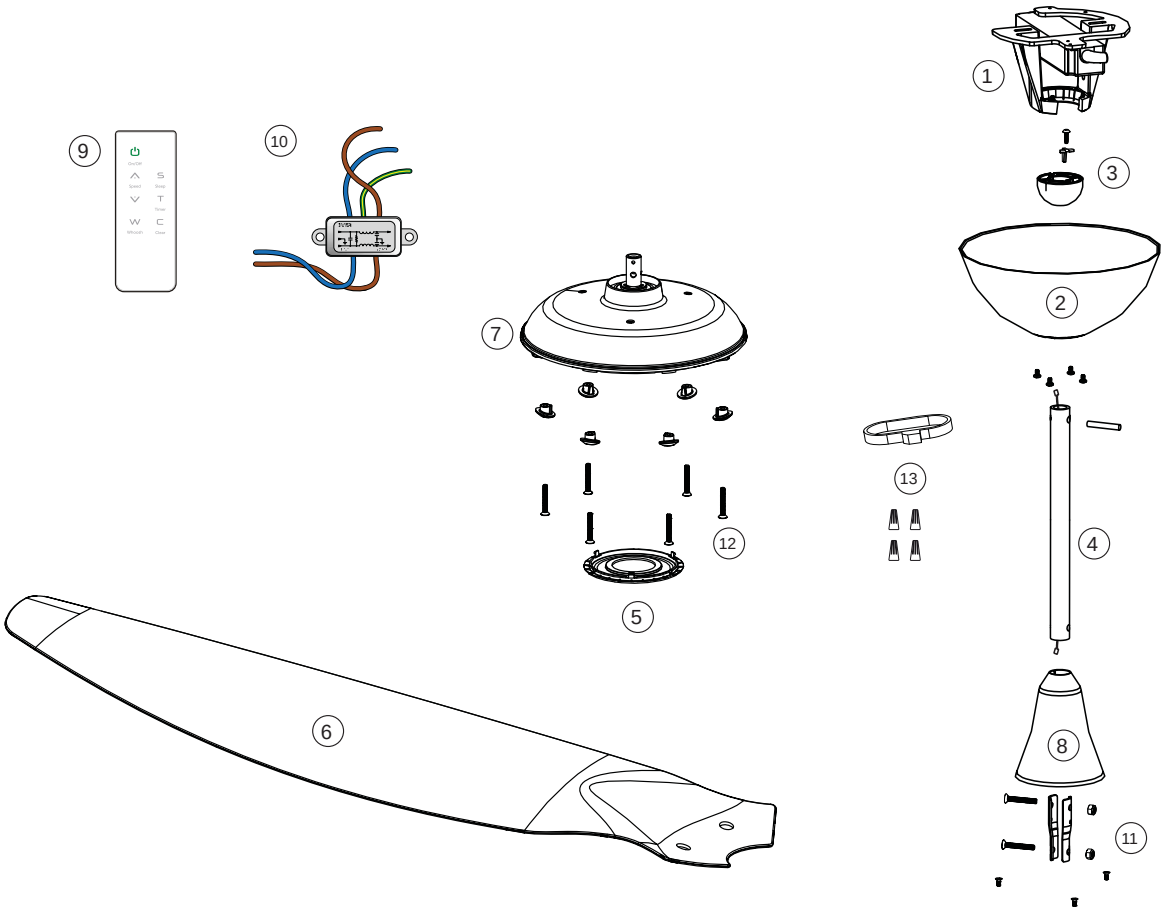
2 Pre-Installation

What's in the box

Note: Drawings below are not to scale.

1. Mounting bracket
2. Canopy
3. Mounting ball & wedge
4. Extension tubes*
5. Lower cover
6. (3) Airfoil
7. Fan hub
8. Wiring cover
9. Remote control
10. EMI filter
11. Mounting hardware
    - 4 mm Self tapping screw
    - 6 mm Steel pin
    - (4) M4 x 6 mm Screw†
    - (2) M4 Lock washer
    - Safety cable shackle‡
    - (2) Motor bracket
    - M6 x 32 mm Bolt
    - M6 x 28 mm Bolt
    - (2) M6 Nut
12. Airfoil hardware
    - (6) Airfoil grommet
    - (6) M5 Screw
13. Wiring hardware
    - (4) Wire nut
    - Cable tie

* The fan comes with both a 20″ (51 cm) extension tube and a 32″ (81 cm) extension tube. If the 32″ extension tube is used, the fan must be installed on a ceiling that is at least 12 ft (3.7 m) high.
† Use 2 unpainted screws in installation step "Install the extension tube" on page 5. Use 4 painted screws in installation step "Secure the safety cable" on page 10.
‡ Safety cable not shown.



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Preparation

Before assembling and operating your fan, review “Important Safety Instructions” on page ii as well as the following tips and guidelines to ensure a safe and easy installation.

Unpacking the fan

As you remove the fan from its packaging, make sure you are not missing any components required for assembly and operation. Refer to “What’s in the box” on page 2 for a list of components.

⚠ **If you ordered multiple fans, be sure to keep the components of each fan together! Certain fan components are not interchangeable.**

Determining fan location

Consider the following guidelines as you decide where to install your Big Ass Fan 400:

- Do not mount the fan in an environment that is excessively dusty, conductive, corrosive, or gas-filled, near strong chemicals or solvents, or where there is excessive heat, shock, or vibration.
- Do not install the fan near open flames such as those from a gas stove.
- The ceiling should be stable with no high vibrations, shaking, or heavy impacts.
- Install the fan so that the airfoils are at least 10 ft (3 m) above the floor and at least 12″ (30.5 cm) from the ceiling. (If the 32″ extension tube is used, the fan must be installed on a ceiling that is at least 12 ft (3.7 m) high.)
- Make sure the space around the fan has a clearance of at least 3 ft (1 m) from obstructions such as cabinets, doors, or lighting fixtures.
- Install the fan where there is an appropriate outlet box, ceiling joist, or other sufficient structural support.
- The fan can be mounted on ceilings with a slope up to 15.6° (3:12 pitch).

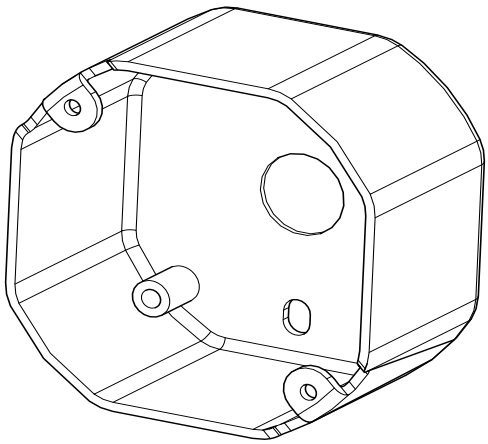
Tools needed

You will need the following tools to install the fan. If you are installing an outlet box, additional tools may be necessary. Consult the outlet box manufacturer’s instructions.

- Ladder
- #1 Phillips screwdriver
- Adjustable wrench
- 3 mm Hex key (provided)
- 5 mm Hex key (provided)

Preparing the mounting location

If you are hanging your fan from a ceiling-mounted outlet box, the outlet box must be suitable for fan support. If there is not an appropriate outlet box at the location where you are installing your fan, one must be installed on a ceiling joist or beam and properly wired. At least 8″ (20 cm) of wiring should be hanging from the outlet box. The illustration below shows a typical outlet box used for fan installations.



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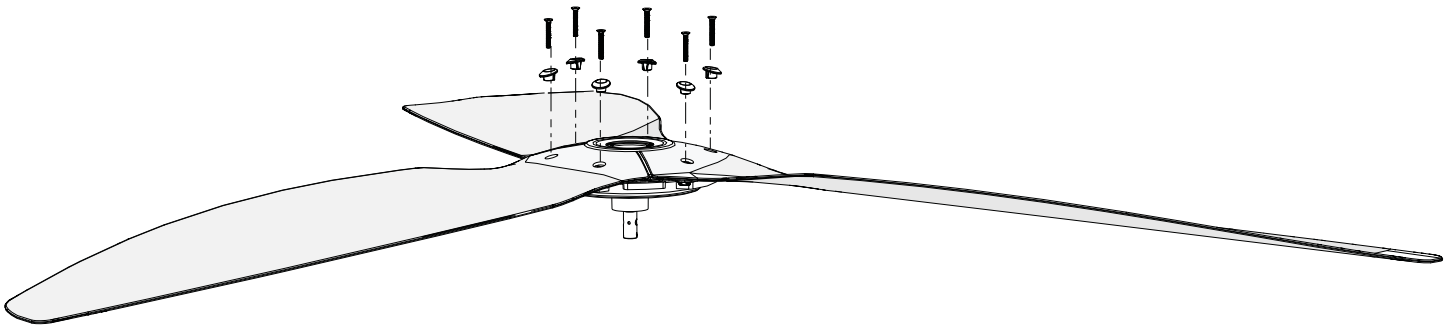
4 Installation

Review “Important Safety Instructions” on page ii and “Preparation” on page 3 before installation.

1. Secure the airfoils

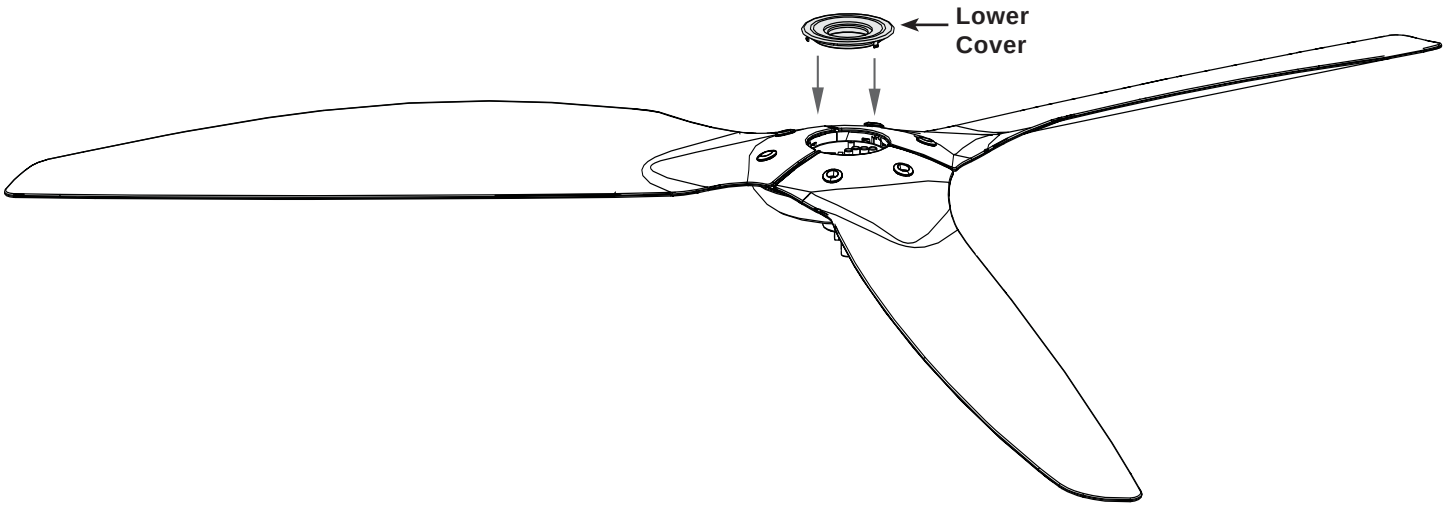
⚠ **WARNING: Be careful not to damage the circuit board while installing airfoils!**

Position the fan hub upside-down as shown below. Loosely install the airfoils with the airfoil grommets and M5 screws as shown. Tighten the screws. ***Make sure that the colored stickers on the airfoils match the colors of the stickers on the fan hub tab.***



2. Install the lower cover

Remove the protective covering from the circuit board. Align the three tabs on the lower cover with the three slots in the undersides of the airfoils and snap the lower cover to the bottom of the fan hub.



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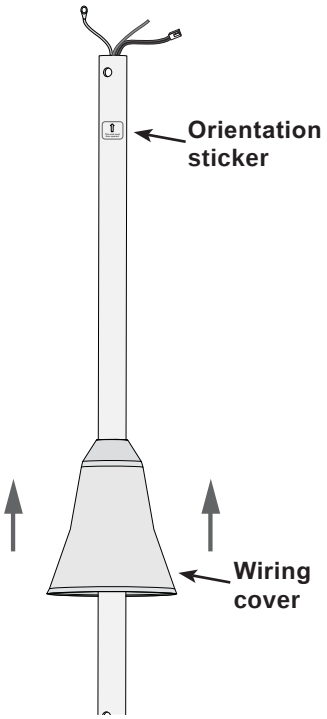
3. Prepare the wiring cover

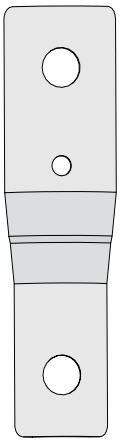
Remove the blue protective covering from the extension tube. Slide the wiring cover up the extension tube (toward the orientation sticker at the top of the tube) as shown on the right. Support the wiring cover while completing steps 4 and 5.

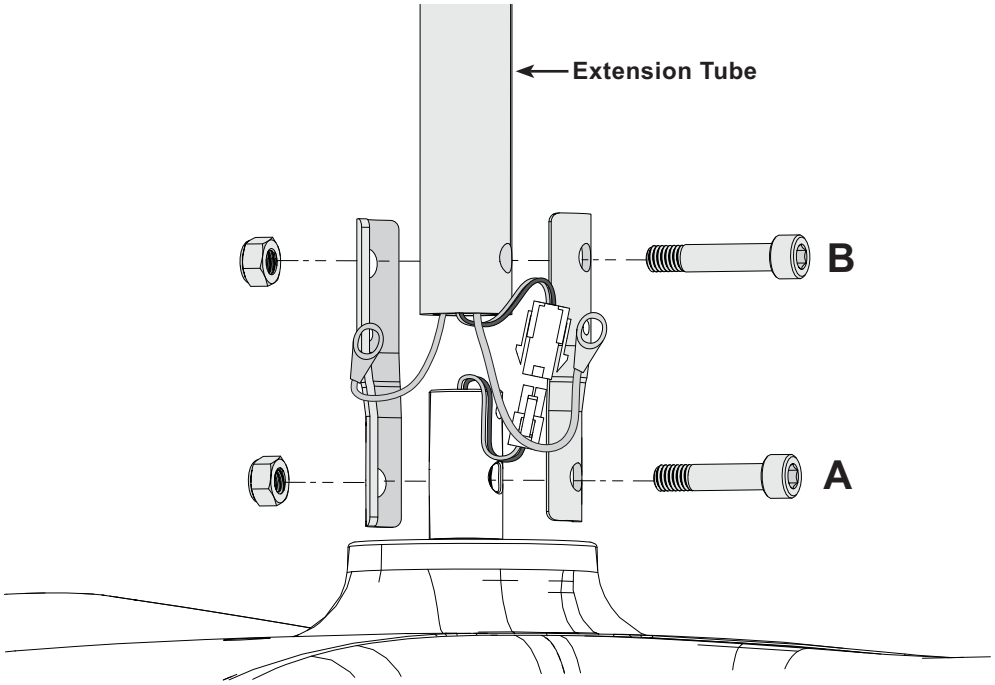


4. Install the extension tube

With the fan placed carefully in the upright position, loosely secure the motor brackets to the motor with M6 x 28 mm bolt (A), ensuring the brackets are installed with the wider end on top. Install the extension tube with the M6 x 32 mm bolt (B). Securely tighten both bolts. *Make sure the tube is installed so that the wiring connector properly mates with the connector from the fan hub.*

Mounting Bracket Orientation





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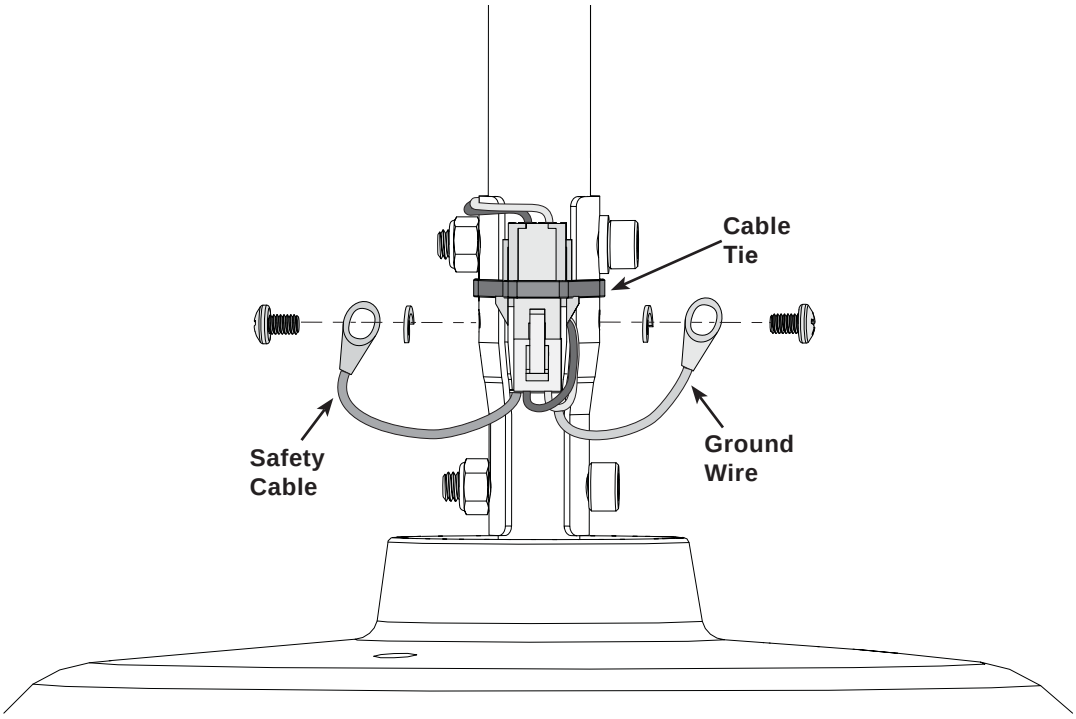
5. Connect the safety cable and ground wire

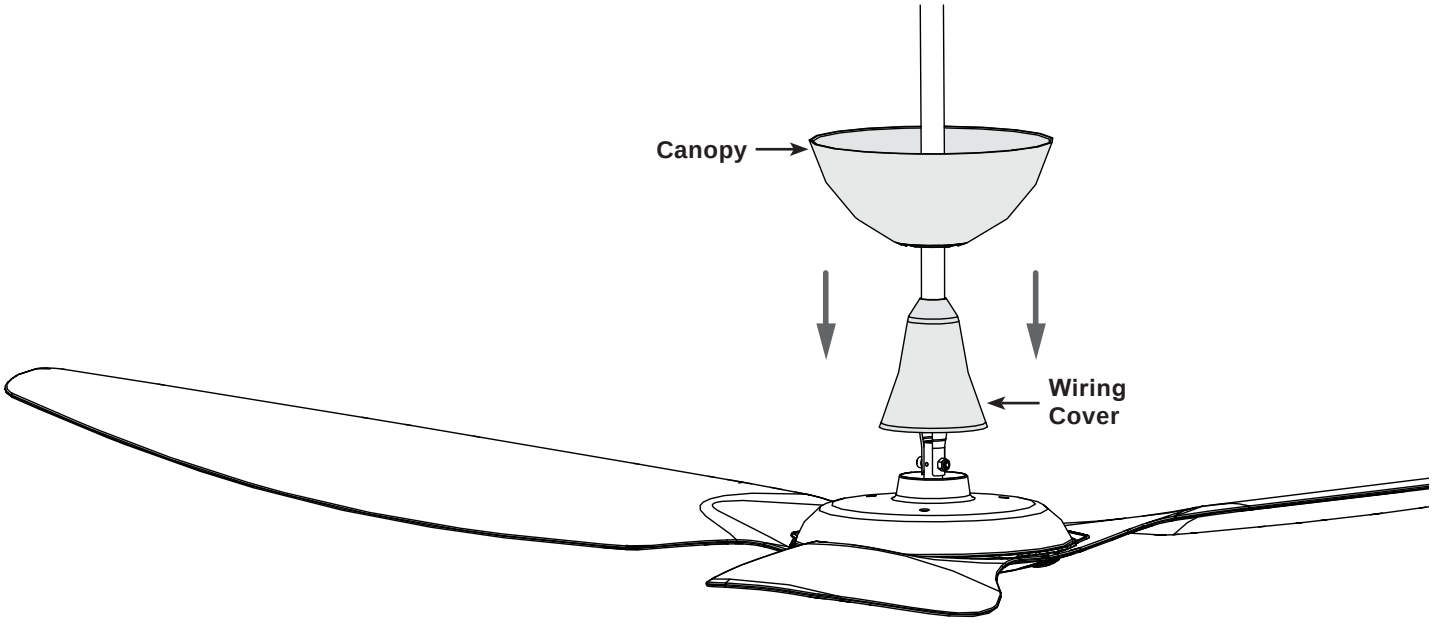
Install the safety cable and ground wire lugs to the motor brackets with the (2) unpainted M4 x 6mm screws and lock washers. Plug the wiring harness from the extension tube into the wiring harness from the fan.

Secure the wiring harness to the motor brackets with the provided zip tie. Make sure the wires are tightly secured against the motor brackets so that the wiring cover seats properly.



6. Prepare the wiring cover and canopy

Slide the wiring cover downward, resting it on the fan hub. Make sure there are no wires visible between the cover and the fan hub. Slide the canopy over the extension tube, temporarily resting it on the wiring cover.



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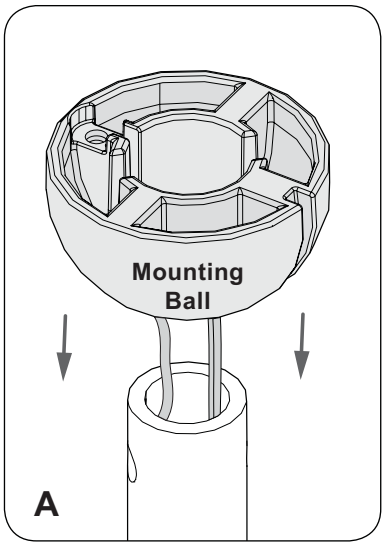
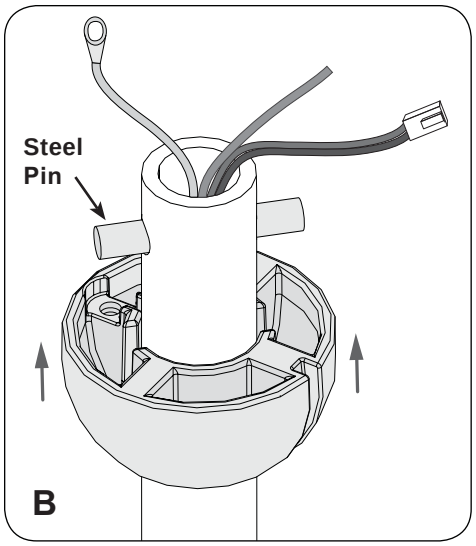
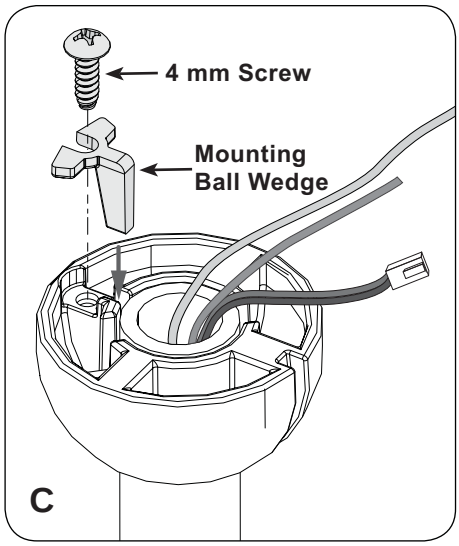
7. Install the mounting ball

Slide the mounting ball over the extension tube (A). Insert the 6 mm steel pin into the hole at the top of the extension tube, and then slide the mounting ball upward, seating the steel pin in the inner slots (B). Insert the mounting ball wedge into the mounting ball (C). Secure the mounting wedge with the 4 mm self tapping screw. Tighten the screw enough to prevent movement between the mounting ball and extension tube. *Do not overtighten the screw.*





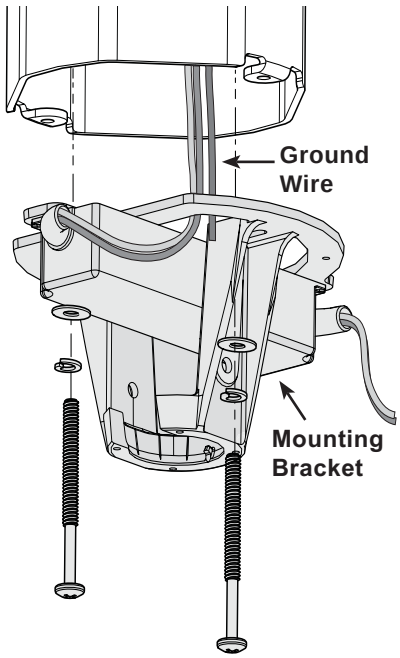


8. Install the mounting bracket

Secure the mounting bracket to the outlet box with the hardware provided with the outlet box. Note: If mounting the fan to a sloped ceiling, secure the mounting bracket so that the open side of the bracket is facing upward with the slope.

⚠ **WARNING: Ensure main power is disconnected from the fan location before installing the mounting bracket!**

⚠ **The ceiling-mounted outlet box must be suitable for fan support.**



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9. Wire the fan

⚠ **WARNING: Disconnect power to the fan location before wiring the fan!**

⚠ **Install the fan on a switched circuit so that you can turn off the fan using a wall switch in addition to the remote control. Do not use the fan with a dimmer switch.**

Connect the wires from the power supply to the EMI filter and ceiling wires by twisting the ends together and securing them with wire nuts. Rest the EMI filter inside the wiring cover. Refer to the wire color chart and wiring diagram below to determine the wire connections. Test the connections by tugging on the wire nuts. *Install the fan on a switched circuit so that you can turn off the fan using a wall switch in addition to using the remote control.*

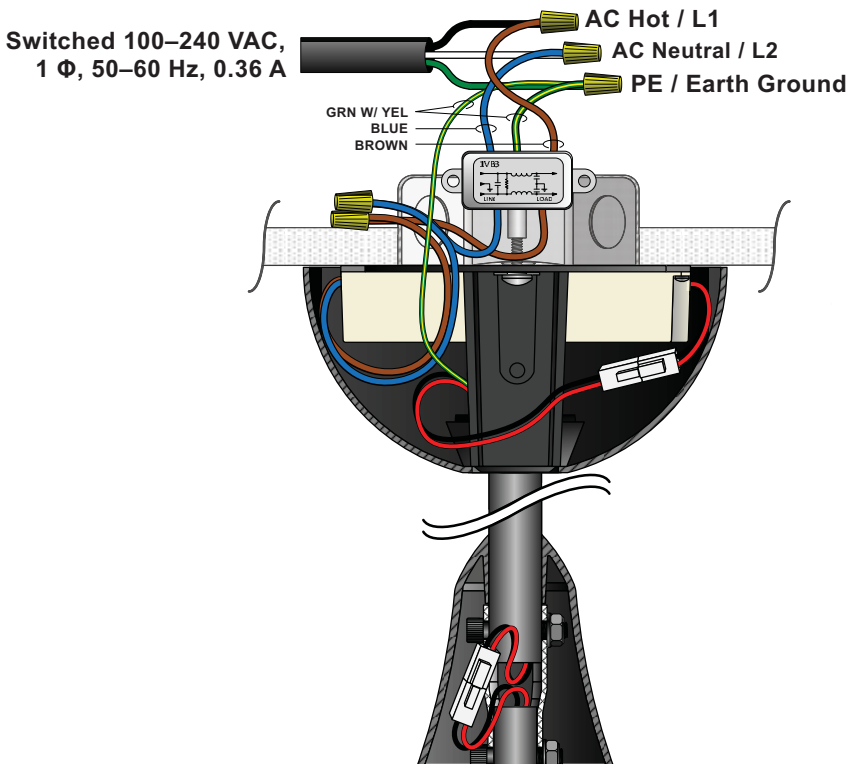
tip! **Allow the ground wire to hang through the mounting bracket for easy access after the extension tube is installed.**

Wire color chart

50/60 Hz Compatible Fan Power Supply Wire Color	AC Line (L1) Brown	AC Line/Neutral (L2/N) Blue	Earth/PE (connected to fan chassis) Green with Yellow Tracer
North America 100–120V System	Black	White	Green or Bare Copper
North America 208–240V System	Black, Red, or Blue	Red, Blue, or Black	Green or Bare Copper
European Union (EU), United Kingdom 220–240V System	Brown, Black, or Grey	Blue	Green with Yellow Tracer
Australia* 240V System	Brown or Red	Black or Light Blue	Green with Yellow Tracer

* If installing the fan in Australia, a licensed electrician must perform the electrical installation.

Wiring diagram



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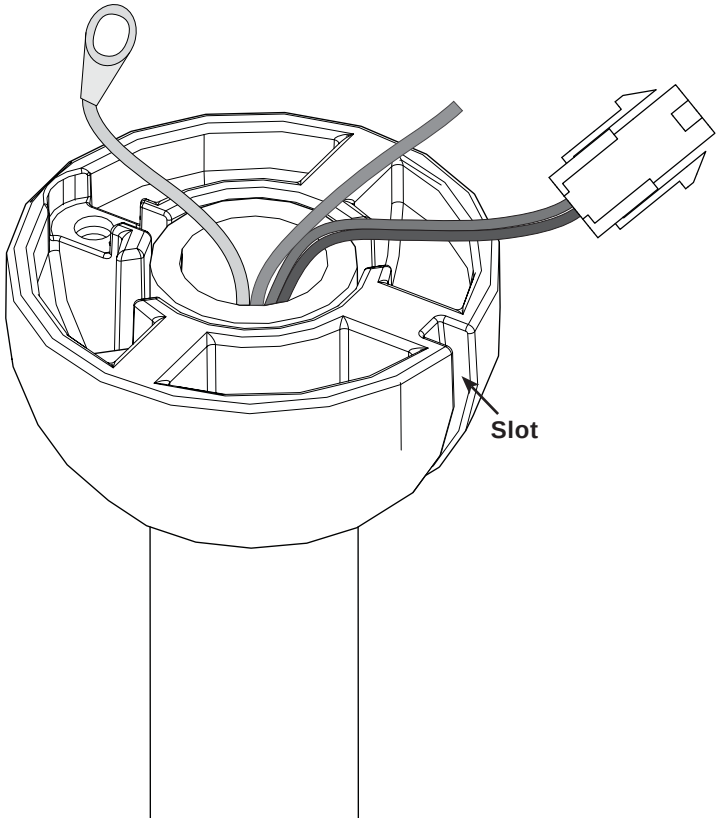
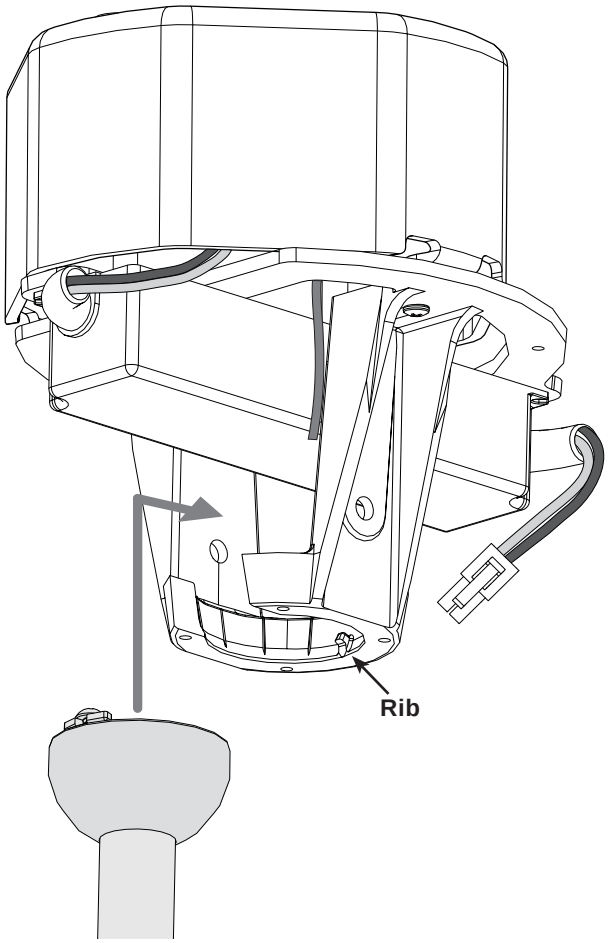
10. Hang the fan

Raise the fan to the mounting bracket. Align the slot (in the mounting ball) with the rib (on the mounting bracket), and then let the fan hang freely.

tip! **Gently twist the mounting ball to ensure it is properly seated and will not move during fan operation.**

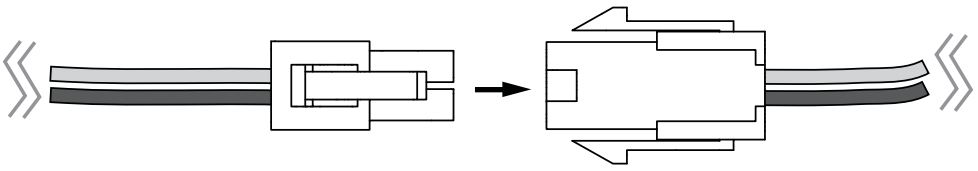




11. Connect the fan to power

⚠ **WARNING: Do not connect the fan to a damaged power source! Do not attempt to resolve electrical failures on your own. Consult a qualified electrician if you are uncertain about the electrical installation of this fan.**

Connect the wiring harness from the power supply to the wiring harness from the extension tube as shown in the wiring diagram on the previous page. Secure the green ground wire from the extension tube to the ground wire hanging through the mounting bracket.



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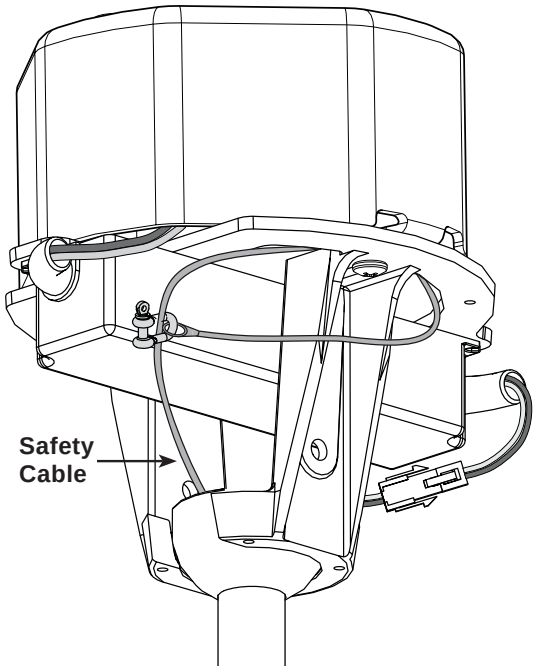
12. Secure the safety cable

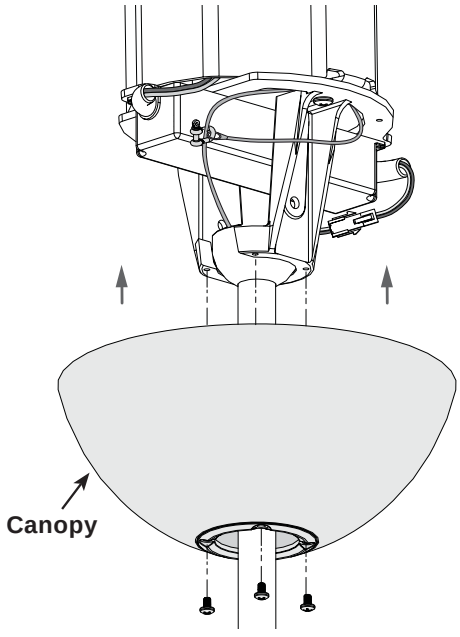
Loop the safety cable around the mounting bracket, and then secure it with the safety cable shackle as shown.

Note: If you are installing the fan in Canada, the safety cable must be secured to an existing part of the building structure instead of the outlet box. Examples of acceptable building structures include a wooden beam or a metal mounting brace secured between two beams. In some cases, it may be necessary to install additional structural material to provide attachment points.



13. Install the canopy

After connecting the fan's power supply, raise the canopy to the mounting bracket, lining up the four holes on the canopy to the holes on the bracket. Secure the canopy to the mounting bracket with the (4) painted M4 x 6 mm screws. Ensure no wires or the safety cable are showing. Test the fan.



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Notes

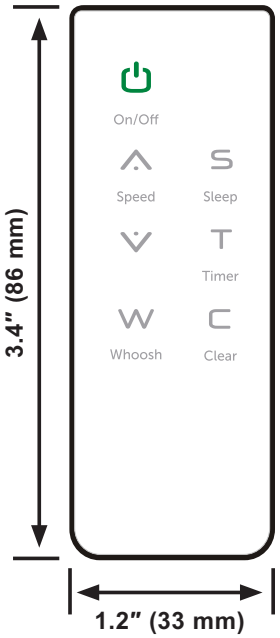
12 Operation

tip! **The fan mode indicators are located on the bottom of the fan hub when viewed from the floor.**

Using the remote control

Before using the Big Ass Fan 400 remote control, remove the plastic tab in the battery tray.

Remote Front



Powering the fan

To turn the fan on or off, press the On/Off button on the fan remote. This button can also be used to reset the fan's speed. The remote must be pointing toward the fan mode indicators to function properly.

⚠ **The fan will automatically restart at the last operating speed upon connection to the power source!**

Replacing the remote control battery

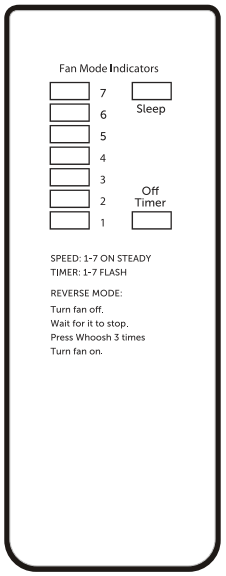
The remote control operates on a CR 2025 3V lithium battery. To replace the battery, on the bottom of the remote push the small tab to the right while sliding the battery tray outward. Replace the battery, and then close the battery tray. Recycle or dispose of the old battery properly.

Changing fan speed

Fan speed is increased or decreased by pressing the Up or Down Speed button on the remote. Seven fan speeds are available to accommodate your comfort level.

To change the fan speed, press a Speed button. The Up Speed button increases fan speed; the Down Speed button decreases fan speed. Press and hold a Speed button to step through the speeds automatically. The fan mode indicators will illuminate and a short beep will be heard until speed 7 (high) or 0 (off) is reached.

Remote Back



Sleep mode

Sleep mode reduces the fan speed by one increment every hour until the lowest speed is reached. When the programmed time period ends, the fan automatically turns off. Sleep mode is only active when Timer mode is used.

To activate Sleep mode, set the fan speed and Timer mode, and then press the Sleep button. The Sleep indicator will illuminate. To exit Sleep mode, press the Sleep, Clear, or On/Off button.

Timer mode

In Timer mode, the fan runs at a set speed until the programmed time period ends. Note: Timer mode is disabled if the fan speed is 0 (off) or if the fan is not running.

To set Timer mode, press the Timer button 1–7 times (once for each hour) to program the end time. During adjustment, the fan mode indicators will flash, and then the Timer setting is displayed on the speed indicator bar. To exit Timer mode, press the Clear button.

Whoosh mode

Whoosh mode simulates natural, relaxing breezes by automatically varying the fan speed in a quasi-sinusoidal pattern.

To activate Whoosh mode, set the desired maximum fan speed, and then press the Whoosh button. The top Speed indicator will flash to indicate that Whoosh mode is active. To exit Whoosh mode, press the Whoosh, Speed, or On/Off button once.

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Reversing the direction of rotation

The Big Ass Fan 400 reduces heating costs in the winter by pushing warm air at the ceiling level down to floor level. Because of the aerodynamic design of the Big Ass Fan 400's airfoils, this is done most efficiently by operating the fan in the forward direction (counterclockwise when viewed from the floor) with the speed at the slowest setting so that you do not feel a draft from the fan. If, at the slowest speed setting, a draft is still felt, the fan can be operated in the reverse direction to eliminate the draft.

To reverse the direction of rotation, press the On/Off button to turn off the fan. When the fan is at a complete stop, press the Whoosh button on the remote control three (3) times, and then press the On/Off button. Repeat to return the fan to forward operation. Note: The fan only operates up to speed 4 in reverse.

Fan mode indicators

Each operating mode is indicated by a pattern on the fan mode indicator display, which is located on the bottom of the fan and is visible from the floor. The display includes an LED (light emitting diode) bar graph to indicate fan speed and Whoosh mode, and separate LEDs to indicate Timer mode and Sleep mode.

All indicators automatically turn off approximately one minute after the last button is pressed to minimize power consumption and prevent nuisance lighting at night. The indicators will display the current speed setting by default.

tip! **The indicators can be reactivated by pressing any button on the remote control except the On/Off button. This will not change the current operating setting.**

Speed indicators

When the fan is running, the Speed indicator LEDs show the current fan speed (1–7). Whoosh mode is indicated when the highest set speed indicator is flashing. When all indicators are simultaneously flashing, Timer mode is active.

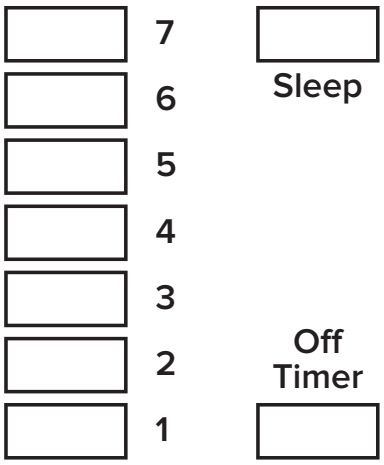
You can toggle the display from Speed mode to Timer mode by pressing the Timer button once. To toggle from the Timer mode to Speed mode, simultaneously press the Speed button and Whoosh button once. See the previous page for instructions on changing fan speed.

Sleep mode indicator

The Sleep LED indicates that Sleep mode is active. A flashing Sleep LED indicates that the Timer mode is being adjusted. See the previous page for instructions on using Sleep mode.

Timer mode indicator

The Timer LED indicates that Timer mode is active. A flashing Timer LED indicates that the Timer mode is being adjusted. See the previous page for instructions on using Timer mode.



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Troubleshooting

⚠ **WARNING: To avoid electric shock, remove power from the fan before servicing!**

⚠ **WARNING: Risk of fire, electric shock, or injury to persons during cleaning and servicing!**

⚠ **WARNING: Do not operate fan with missing or damaged components!**

For questions about your product or customer service inquiries, please call our toll free number (855-490-3048).

Some issues can be resolved before requesting service. Review the below troubleshooting tips before contacting Customer Service for support.

Symptom	Possible Solution(s)
The fan will not start.	• Verify that supply power is adequate. Check your circuit breaker or fuse and wall switch for functionality. • Make sure that all wires are securely connected and the fan is properly wired to a grounded outlet box.
The fan is noisy during operation.	• Check all mounting and fan hardware. If loose, tighten.
The fan wobbles.	• Remove the airfoil to ensure the colored sticker matches the sticker on the fan hub. If necessary, move the airfoils to the matching hub attachment points. • Make sure that all mounting hardware is secure and tight. • Make sure that all the airfoils are aligned properly and securely fastened to the fan hub. • If an airfoil is damaged, contact Customer Service. Note: Airfoils must be replaced as a set. Do not replace individual airfoils. • If you installed multiple fans, ensure the serial numbers on the airfoils match the serial number on the fan hub. • Ensure the mounting ball is properly seated in the mounting bracket.
The fan does not produce airflow.	• Make sure the airfoils are aligned properly. • Make sure the fan is rotating counterclockwise when viewed from the floor.
The fan jerks upon startup.	• This is normal and may happen occasionally upon startup. An initial slight jerking forward and backward does not affect fan operation.

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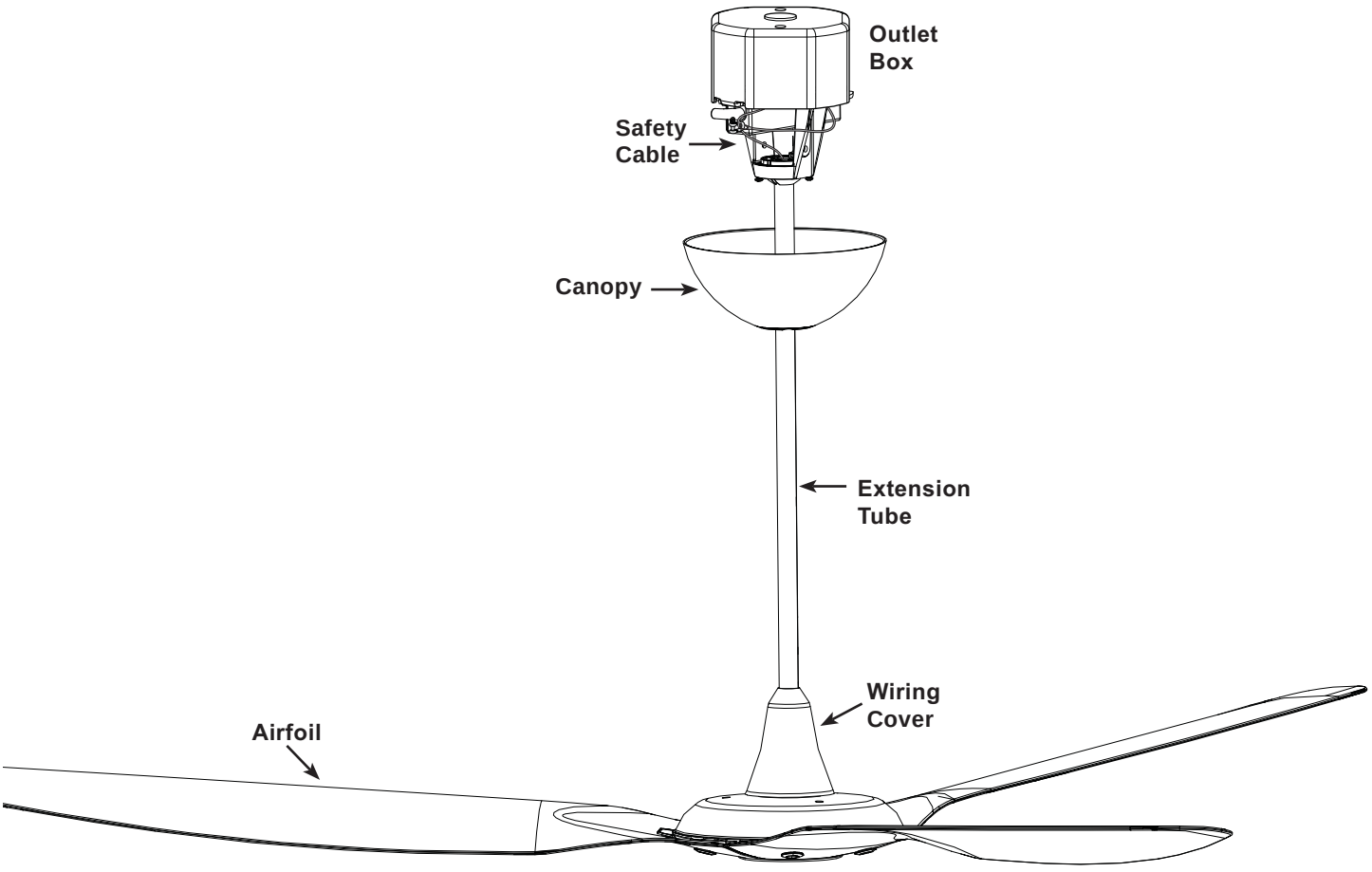
Annual maintenance

⚠ **WARNING: Disconnect the fan from power before servicing!**

Please take a few moments each year to perform the following preventative maintenance procedures on your fan to ensure its safe and efficient operation. If you have any questions, require assistance with your fan, or need replacement parts, contact Customer Service. Note: Actual fan setup may differ from the illustration below.

- Check that the safety cable is properly installed by sliding the canopy down the extension tube, and then examining the safety cable and hardware.
- Make sure the mounting hardware is securely fastened to the outlet box.
- Make sure the hardware securing the airfoils to the fan hub is securely fastened and the retainers are firmly in place.
- Dust the airfoils regularly. If the fan becomes dirty, clean it with a damp cloth and ordinary soap and water. Do not use solvents, gasoline, or any other chemical cleaners! These may cause surface distortion and damage to the fan.
- Make sure the wiring harnesses are secure and the ground wire is securely connected.



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Notes

Warranty Policy 17

Congratulations on your purchase of a Big Ass Fan! We are delighted that you have chosen our product to improve the quality of your indoor or outdoor environment, and hope you'll have much pleasure using the fan for years to come.

Warranty period

Item	Period of coverage
Motor	1 year
All other fan components	1 year

What is covered?

This Warranty covers any defects in materials or workmanship under normal use and maintenance that adversely affect the ability of the fan to operate properly when the product is installed correctly according to Big Ass Fans' written installation instructions by a state qualified or licensed electrical contractor and operated pursuant to these instructions, and when such fans are purchased directly from Big Ass Fan Company, Big Ass Fans' Affiliated Companies in Australia, or a Big Ass Fan Company Authorized Dealer. This Limited Warranty is subject to all provisions, conditions, limitations, and exclusions described within this document.

Who is covered?

This Warranty extends to the original purchaser and subsequent owners, but only while the fan remains at the site of the original installation. This Warranty extends through the first installation of the fan and terminates if the fan is moved or reinstalled at a new location.

When does the Warranty Period begin?

The Warranty Period commences on the date the product is installed, or 15 days following shipment of the product, whichever date is earlier. To obtain warranty service, the customer will be required to provide documentation verifying the date the product was installed.

What will Big Ass Fans do?

During the Warranty Period, Big Ass Fans will, at its option:
- Repair or replace the affected components of any defective product;
- Repair or replace the defective product; or
- Refund the price you paid for the product upon return of the product to Big Ass Fans, shipping and insurance prepaid.

What are the steps required to obtain Warranty service?

1. If the fan is operating, immediately turn off the fan.
2. Contact Big Ass Fans' Technical Support Department as soon after the issue is discovered as possible by:
   a. Calling 855-490-3048; or
   b. Emailing thd.help@bigasssolutions.com; or
   c. Completing the Warranty Claim form and the Responsibility Agreement located in the back of the Installation Manual, and mailing the forms to Big Ass Fans Technical Support Department, 2348 Innovation Drive, Lexington, KY 40511, or by faxing them to 859-967-1695.

Technical Support is open from 8:00 a.m. to 5:00 p.m. Eastern Time, Monday–Friday, excluding major holidays. Every effort will be made to respond to all Technical Support requests within 24 hours of receipt.

3. Once the Technical Support Representative has received your warranty claim, a case will be processed. In order to process this case, please have the following information available:
   a. Your name, address, phone number, and installation address;
   b. Product brand name, serial number, purchase price, and verification of product installation or premises possession date;
   c. Detailed description of the problem you have experienced.
4. If the Technical Support Representative determines that the warranty claim is valid and that a replacement part is required, the Representative will process the claim and the replacement part will be shipped to you. Included in the shipment of the replacement part will be any shipping labels and documents needed to return the original part, including a Return Materials Authorization (RMA) number.

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Steps to obtain Warranty service (cont.)

Note: Your receipt of the replacement part constitutes your agreement to return the failed part to Big Ass Fans within 15 days of the receipt of the replacement part delivery. If Big Ass Fans does not receive the original part, you will be invoiced for the retail cost of the replacement part and shipping, and you will be responsible for payment for the replacement part upon receipt of the invoice. Big Ass Fans reserves all rights it retains under law to collect the retail cost of the replacement part and shipping if the original is not returned as specified above.

5. Obtaining service may involve contacting a contractor to remove, repair, or replace the fan, or to remove the fan and return it to us. The cost of labor incurred, for factory installed fans, to remove, repair, or reinstall the fans will be covered only during the first 12 months after the warranty becomes effective, and only pursuant to the terms of the definition of “Labor” below.
6. If we ask you to ship the fan back to Big Ass Fans for repairs or replacement, we will prepay the shipping and insurance for factory installed fans during the first 12 months after the warranty becomes effective; however, you will have to repackage the fan in such a way that there is no damage to the fan in transit. You will be sent any return shipment documentation necessary to help you return the fan to Big Ass Fans. If we determine that no warrantable failure occurred or defect exists, we may invoice you for these shipping costs.

Please be patient while we arrange for or undertake the necessary warranty service. We will provide you with regular status updates, as well as shipment dates, if appropriate, until your fan is back in service.

Conditions

1. Big Ass Fan Company reserves the right to make the final determination, based on its own evaluation of the fan and all components, as to whether:
   a. The problem in question is the result of a defect in design, workmanship, or materials, and not a result of error, misuse, or abuse on the part of the customer as set forth under the exclusions detailed below;
   b. Noise heard during operation is within normal operating levels, in which case this Warranty would be inapplicable. Note: Certain electrical, motor, or other operating noise may be impossible to eliminate due to the fan design and/or site conditions. Dissatisfaction with normal operating noise levels is not covered by this Warranty, and return of any fans for this reason will be subject to Big Ass Fans’ Return Policy (see following page).
   c. Adverse site conditions, (including, but not limited to, excessive dust, heat, humidity, unstable electric service, or any other unknown or unforeseen condition that affects the proper operation of the products) improper application, or improper installation is determined to be the basis for the failure.
   d. The problem or defect is material and requires action under this warranty; and
   e. The remedy of repair, replacement, or refund is appropriate.
2. If Big Ass Fans determines, in its sole discretion, that the appropriate remedy under the Warranty is a refund, the refund amount will be limited to the price paid by the customer for the product alone, and under no circumstances will it include the cost of labor, shipping, handling, packaging, or any other incidental or consequential costs incurred or anticipated by the customer.
3. With respect to replacement or repair rendered, Big Ass Fan Company reserves the right to use replacement parts that are refurbished. Big Ass Fan Company warrants that the parts replaced or repaired, whether or not they have been refurbished or are original equipment, will operate properly and be free from defects in materials and workmanship for a period of 90 days from the date of shipment to the customer, or for the remainder of the original warranty period, whichever is longer.
4. A service fee, parts replacement fee, and shipping charges may be imposed if any fan is returned for warranty service that is missing components or that has been modified in any way or when we determine that no warrantable failure occurred or defect exists. Such fees and charges will vary based upon the actual material and labor costs necessary to replace missing or modified parts and to return the fan to its original factory condition.

Return policy

Returns must be received within 90 days of shipment. The customer will be responsible for return freight charges. A restocking fee of 25% for unopened boxes and 50% for opened boxes applies to all returns.

What is not covered? (Exclusions)

1. Units purchased and used outside the USA and its territories, Canada, or Australia.
2. Units purchased from any entity other than Big Ass Fan Company, Big Ass Fan Affiliated Companies in Australia, or a Big Ass Fan Company Authorized Dealer.
3. Units or components where the serial number or part number sticker has been removed or defaced.

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Exclusions (cont.)

4. Defects, malfunctions, failure or physical damage caused by unauthorized service/parts and improper installation, adverse site conditions (including, but not limited to, excessive heat, dust or humidity, unstable electric service, or any other unknown or unforeseen condition that affects the proper operation of the products), mishandling, modifications, or damage while in your possession including failure to provide reasonable and necessary maintenance, which shall include, but not be limited to:
   a. Failure to follow the required installation procedures specified in the Big Ass Fan Company-supplied Installation Manual and in all other documentation supplied with the fans and related equipment;
   b. Failure to follow all relevant codes and ordinances including, but not limited to, the National Electric Code and state and local building codes;
   c. Failure to follow electrical engineering industry standards regarding the approved method of installing solid-state electrical equipment having the characteristics of the fan, the fan control, and their related components, even if such standards are not specifically referenced in any instructions or literature supplied by Big Ass Fan Company; and
   d. Failure to use properly all installation and mounting hardware supplied by Big Ass Fan Company.

   ATTENTION: Under no circumstances will the Big Ass Fan Company be responsible for remedial work necessary to correct installation procedures by others that do not conform to those established by the instructions, codes, and standards described under items 4.a through 4.d above.

   e. Any modification or alteration of, or adjustment to the fans, fan control, and/or mounting and installation hardware and/or any disassembly of the major components of the fans and fan controls for any purpose whatsoever, including any attempt to diagnose and/or repair any problem, without prior written authorization from Big Ass Fans' Technical Support Department;
   f. Misuse, abuse, accidents, unreasonable use, or Acts of God;
   g. Incorrect electric current, voltage, or supply;
   h. Failure to use fan controls supplied by Big Ass Fan Company unless:
      i. Big Ass Fans' Technical Support Department has provided written permission prior to installation; and
      ii. The fan controls are built, operated, and maintained according to specifications provided to and approved by Big Ass Fans' Technical Support Department.
   i. Failure to perform periodic maintenance as detailed in the Big Ass Fan Company-supplied Installation Manual.
5. Consequential or incidental damages sustained by any person, entity, or structure as a result of any breach of these warranties, except where such damages may not be excluded by law.
6. Claims made for products that have not been paid for in full.
7. Damage caused by premises structural defects, structural movement or settlement, exposure to chemicals, salt water, acid rain or other corrosive elements, excessive humidity, and/or wind.
8. Normal changes to the finish caused by ordinary use or damage to non-factory applied finishes.
9. Damage or failure caused by subjection of the product to conditions outside its design limitations.
10. Defects reported more than 90 days from when they were discovered or should have been discovered.
11. With regard to electrical and electronic components provided by Big Ass Fan Company that comprise part of the products, including motors, motor drives, and variable frequency drives, Big Ass Fan Company relies on the determination by the original manufacturer as to whether the failure of such component was the result of a defect. If the manufacturer of such component determines that there was no defect and therefore refuses to cover it under warranty, Big Ass Fan Company likewise will not warranty such item unless Big Ass Fan Company determines that the failure of such electrical or electronic component was the result of a defect of design, workmanship, or material within some other part of the products.

Definitions

"Operate properly" applies to mechanical, electrical, and structural functions only. No guarantee, unless and except by separate written agreement, is made regarding the dimensions or air movement generated or the appropriateness of the effectiveness of any product for its intended purpose or for the customer's particular application.

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Warranty Policy (cont.)

THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE, AND OF ALL OTHER OBLIGATIONS AND LIABILITIES ON BIG ASS FAN COMPANY'S PART, AND BIG ASS FAN COMPANY NEITHER ASSUMES NOR AUTHORIZES ANY PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE OF THE PRODUCTS. NO OTHER WARRANTY, EXPRESSED OR IMPLIED, WHETHER OF FITNESS FOR A PARTICULAR PURPOSE OR OF MERCHANTABILITY OR OF ANY OTHER KIND, WHETHER OR NOT SIMILAR IN NATURE TO ANY PREVIOUSLY SPECIFIED, SHALL EXIST WITH RESPECT TO SUCH PRODUCTS, ALL SUCH WARRANTIES BEING HEREBY DISCLAIMED BY BIG ASS FAN COMPANY AND WAIVED BY CUSTOMER. UNDER NO CIRCUMSTANCES SHALL BIG ASS FAN COMPANY BE LIABLE FOR ANY LOSS, DAMAGE, COST OF REPAIR, OR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND IN CONNECTION WITH THE USE, SALE, OR REPAIR OF ANY PRODUCTS PURCHASED FROM BIG ASS FAN COMPANY, UNLESS SUCH DAMAGES CANNOT BE EXCLUDED BY LAW.

Big Ass Fan Company reserves the right to change this warranty at any time without advance notice.

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Warranty Return Instructions 21

We have received your request for replacement of a part that failed during normal use and which you believe to be covered under warranty. We are shipping this replacement part to you pursuant to your notice that you will be replacing the original part within 10 days.

This replacement part is being shipped to you prior to our receipt of the item that failed, and prior to our evaluation of this part to determine the reasons for its failure and whether it is covered under warranty.

In order to evaluate the cause of the product failure, we need you to return the original part to our offices within 10 working days of receipt of the replacement part. Should the part be covered under warranty, you will not be charged for the replacement item. However, you will be charged for the replacement part plus shipping if (1) the part is not under warranty because the source of failure is outside the scope of the warranty, or (2) the warranty period has expired. If there is no warranty coverage, we will send you a detailed letter of explanation.

We also will charge you for the replacement item plus shipping and handling if you do not return the original item within 10 days of the receipt of the replacement item.

Instructions for returning the original item

1. Please use the return label that is included in the box containing the replacement part. The return shipment address is:

   Big Ass Fan Company
   ATTN: RMA#_____
   800 Winchester Road
   Lexington, KY 40505

2. Use the packaging for the replacement part to return the original part.
3. Include the packing list we have provided which includes the RMA#.
4. If the part weighs over 50 lbs, you will be provided a prepaid Bill Of Lading. To schedule a freight pick up, please contact Customer Service. We will only charge back the freight costs if the original part is not under warranty, or if you do not return the original component within 10 days of receipt of the replacement.
5. If the part weighs 50 lbs or less, please use the provided prepaid UPS Ground shipping label and drop off at your nearest UPS pickup location.

We apologize for the inconvenience, and appreciate your assistance and cooperation.

If you have questions, please contact us at 855-490-3048.

Thank you,
Big Ass Fan Company

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Warranty claim form instructions

1. Complete Warranty Claim Form and Responsibility Agreement (see following pages) and fax them to 859-967-1695, Attn: Customer Service. These pages will be faxed back to you for your records. The Warranty Claim Form will include our acknowledgment and a Return Materials Authorization (RMA) number. **Note: Do not return any item without first being assigned an RMA# by Big Ass Fan Company Customer Service.**

2. No more than 10 days prior to the date you have made arrangements to replace the component part, call Customer Service at 855-490-3048 to arrange for replacement component delivery and original component pickup. At that time, we will fax you a written acknowledgment of your call that includes a reminder of the return instructions. Note: Even if you are not able to replace the component immediately following your initial notice to us, returning the Warranty Claim Form and Responsibility Agreement will effectively stop the warranty clock from running. You can then make the product exchange when you are prepared to do so. However, the warranty period will continue to run until we receive these completed pages back from you, and no warranty will be honored without receipt of these pages within the warranty period. We will not send out any replacement part until you have called to let us know that you have scheduled installation of the replacement. This ensures that the replacement part is not lost or damaged while awaiting installation, and that you are not billed for the replacement because you have waited too long to return the original component (see Responsibility Agreement).

3. When you receive the replacement part, you have 10 working days to remove and replace the existing component and return it to us at 800 Winchester Road, Lexington, KY 40505.
   a. Upon receiving the replacement part, verify that replacement part order is correct. If order is incorrect or damaged, notify Big Ass Fan Company within 24 hours after receiving order.
   b. Use care unpacking the replacement component, as you will need to use BOTH the packaging from the replacement part AND the packing list and a return address label included inside this packaging to return the original part. If the original packaging and return documents are not used, you will be responsible for any damage incurred in transit as well as any additional costs involved. **Note: The RMA# must appear on the outside of the box being returned. Items without an RMA# will not be accepted.**
   c. Use the delivery service or one of the truck lines specified in the acknowledgment for return of the part. We will refuse receipt of any shipment that is returned via an unauthorized carrier. If you prefer, we can make all arrangements for delivery and pickup.
   d. Fax a copy of the bill of lading or other tracking information to 859-967-1695 when the item has been shipped so that we know to expect delivery of the original part.

4. If we do not receive the original part back within 15 working days from the date you receive delivery of the replacement, you will be invoiced for the cost of the replacement part, plus freight, on Net 15 terms (see Responsibility Agreement), and this invoice will be due and payable. If you subsequently return the replacement part to us after payment has been made, we will refund any payment made for the replacement part, unless we subsequently determine that the part is not covered under warranty.

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800 Winchester Road
Lexington, KY 40505
Phone: 855-490-3048
Fax: (859) 967-1695
www.bigassfans.com

Warranty Claim Form

Name (print):_____ **Signature:**_____

Company:_____

Shipping Address:_____

City/State/ZIP:_____

Phone:_____ **Fax:**_____

Items Returned:_____ **Date of Purchase:**_____

Reason(s) for returning item (please provide detail, including length of time after fan had been in operation that problem was noticed, nature of problem, any attempts you made to remedy the problem, etc.):

ATTENTION: Do not return any item without first being assigned an RMA# by Big Ass Fan Company Customer Service Department. The RMA# must appear on the outside of the box being returned. Items without an RMA# will not be accepted.

Date replacement parts |should be shipped (if known):_____

Please do not request shipment until you are prepared to install; you may call us at 855-490-3048 to arrange shipment when you have scheduled installation.

Acknowledgment of Receipt of Warranty Return Notification
(to be completed by Big Ass Fan Company)

Acknowledged by:_____ **Date:**_____

RMA#:_____

Authorized Truck Line(s):_____

800 Winchester Road
Lexington, KY 40505
Phone: 855-490-3048
Fax: (859) 967-1695
www.bigassfans.com

Responsibility Agreement

To: Big Ass Fan Company

The undersigned understands and acknowledges receipt of the Warranty Claim Form and Instructions and agrees that Big Ass Fan Company has the right, upon receipt of returned merchandise, to make final determination as to whether this merchandise should be replaced at no cost under Big Ass Fan Company's stated warranty policy.

The undersigned further agrees that if Big Ass Fan Company determines that this merchandise does not qualify under its stated warranty policy, Big Ass Fan Company can invoice for the replacement merchandise, plus shipping and handling for the original part and all replacements, and such invoice will be paid within 15 days of receipt of the same.

The undersigned agrees to ship to Big Ass Fan Company's location at 800 Winchester Road, Lexington, KY 40505 all of the merchandise replaced by Big Ass Fan Company, including, but not necessarily limited to, defective or failed components, within 10 working days of the receipt of the any replacements.

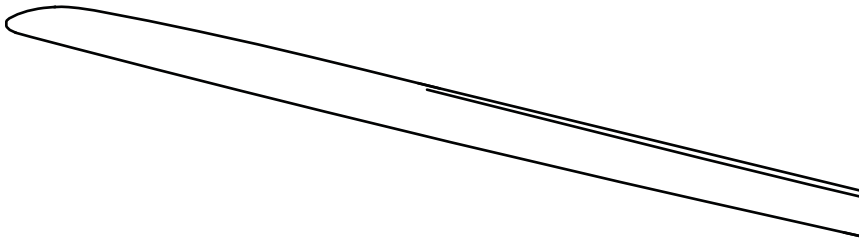
The undersigned further agrees that if said replaced merchandise has not been shipped to Big Ass Fan Company within 10 working days, Big Ass Fan Company can invoice for the replacement merchandise plus shipping and handling, and the invoice will be paid within 15 days of receipt.

Signed:_____

Title:_____

For:_____
(Name of Company)

Date:_____



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